

**PRUEBA LIBRE**  
**ASISTENCIA A LA DIRECCIÓN**  
**INGLÉS**

**Vocabulary:**

**1) Choose the right option (20 points – 2 points each):**

- Hello sir, I am so **pleased/exhausted/glorified** to finally meet you.
- My job consists of speaking of the phone with clients with the intention of providing them with our products, I am the **administrative assistant/marketing manager/sales representative**.
- I do not find that time suitable for a meeting, the manager will not be in the office until **midnight/noon/Christmas**.
- Hi. This is Christine, how **should/might/may** I help you?
- I am sorry my email was late. I will send you the details **FYI/NYR/ASAP**.
- We have already run out of paper clips, you need to place a new **shipping/product/order**.
- I find it difficult to think of a better person for the job than Michael, he is so **untalented/hard-working/obnoxious**.
- According to our latest bank **receipt/memorandum/statement**, we are already in the red.
- My brother is determined to apply for that job **holiday/work/vacancy**.
- Sir, you can even take a look at further information of our company in our **flyer/brochure/business card**.

**Grammar:**

**1) Fill the gaps with the right word or the correct form of the words or expressions in brackets or choose the right form (20 points-2 points each):**

- Every morning, Daniel \_\_\_\_\_ (take) a coffee break at about 11.
- This office looks awfully dirty. The people in charge \_\_\_\_\_ (rarely/often/frequently) cleans it.
- Yesterday, I \_\_\_\_\_ (make) a reservation for our managers at Maxim's.

- Our telemarketing department, **whose/where/which** is in charge of telephoning clients and selling products, is a cornerstone in this company.
- If I \_\_\_\_\_ (have) the chance to leave this place, I \_\_\_\_\_ (apply) for a job in IT.
- I am listing all the names of our clients **to make the job of our employees easier/since the job of the employees is easy/as a result of how easy the job of our employees is.**
- I \_\_\_\_\_ (not/make) that reservation yet.
- Right now, I \_\_\_\_\_ (put) all the documents into the filing cabinet,
- Mr. Berenson, **which/whom/who** often gives a speech in the morning, is sick today.
- The people from this department \_\_\_\_\_ (be) really close-knit.

### Reading comprehension:

1) Read the following text and answer the questions (20 points):

#### Morning programme

<b>9.00– 9.30</b>	<b>Conference opening</b> <i>Dr Jon Martinez</i>		
<b>9.30– 10.45</b>	<b>Management styles</b> <i>with Helena Clark</i> Consider the different management styles and how you can adapt yours to suit your team.	<b>Giving feedback</b> <i>with Amelia Novak</i> Explore the different ways to give feedback to maximise development.	<b>Managing change</b> <i>with Akira Yoshida</i> Help your employees deal with change and to see the positives change can bring.
<b>10.45– 11.15</b>	<b>Coffee break</b>		

<b>11.15– 12.30</b>	<b>Using storytelling in leadership communication</b> <i>with Antoine Martin</i> Sometimes, the best way to communicate with your team is by telling stories. Find out how to do this in this workshop.	<b>Leading small businesses</b> <i>with Cheng Wei</i> How is leading small businesses different and how can leaders of small businesses bring success to their team?	<b>Leading in uncertain times</b> <i>with Omar Abboud</i> Uncertainty can affect the success of your team. Learn to bring confidence to your team in a time of uncertainty.
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#### Afternoon programme

<b>12.30– 2.00</b>	<b>Lunch</b>		
<b>2.00– 3.15</b>	<b>Managing international projects</b> <i>with Alisa Petrov</i> Consider how to ensure successful intercultural communication in your international teams.	<b>Developing creative thinking in your team</b> <i>with Mariana Silva</i> How can you get your team to think more creatively? Explore the different ideas that can help your team see things in a new way.	<b>Conflict management</b> <i>with Tracy Edwards</i> Conflict can create problems in your team, but managing conflict well can bring about development. Learn how to manage conflict in this workshop.
<b>3.15– 4.15</b>	<b>Group discussions</b>		
<b>4.15– 5.00</b>	<b>Conference closing</b> <i>Dr Grace Moloney</i>		

a) Find words in the text which mean the same as the following words (10 points- 2 each):

- Administration
- Augment
- Seminar
- Comment
- Determination

b) Answer the following two questions (10 points – 5 each):

- In your opinion, which class is the most interesting and why? (Use connectors of opinion and agreement/disagreement)
  
- In which class you are supposed to learn how to deal with people from other countries?

## **Writing:**

- 1) Write a short email (100-120 words) to your director with the details of a four-day business trip plan in Madrid (hotels, restaurants, visits, meetings): - 20 points: - 0,2 per spelling mistake/ -0,2 per grammar mistake/ - 4 per lack of coherence/ -2 per irrelevant details.**

## **Listening:**

**1) Choose true/false in the following statements (20 points-4 points each):**

### **Answer**

- |   |      |       |
|---|------|-------|
| 1. The delivery hasn't arrived yet.                                 | True | False |
| 2. Andrea is having cash flow issues and needs a payment extension. | True | False |
| 3. Andrea usually asks for an extension of the payment terms.       | True | False |
| 4. Andrea has a new order to place, even bigger than the last one.  | True | False |
| 5. Junko can extend the payment terms on the last order to 60 days. | True | False |